



# TRICARE

*Your Military Health Plan*

## Beneficiary Education Seminar

TRICARE and Veterans Affairs



Updated October 2011

## Dual-Eligibility—TRICARE and VA

- Retired service members (TRICARE)
  - Medical or regular retirement
  - Can choose TRICARE Prime, TRICARE Extra, or TRICARE Standard
- Service-connected condition (VA)
  - Care can be received from TRICARE or VA
  - No coordination of benefits
- If VA facility—categorized as VA benefit
- If through TRICARE—categorized as TRICARE benefit



## Accessing Other Health Care

- Care NOT related to a service-connected condition
- Where to access care depends on which TRICARE option you are using and status of VA facility
  - If enrolled in TRICARE Prime—must access care from PCM
  - If not enrolled in TRICARE Prime
    - VA (TRICARE network provider)—access VA through TRICARE Extra based on TRICARE eligibility
    - VA (non-network provider)—access VA based on VA eligibility



## Pharmacy Services

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- VA pharmacies will fill prescriptions written by VA providers during your visit
- Prescriptions are not accepted from non-VA facilities
- You may have the VA-written prescription filled by the TRICARE Pharmacy Program
  - Military treatment facility pharmacy
  - TRICARE Pharmacy Home Delivery
  - TRICARE retail network pharmacy
  - Non-network pharmacy







# VA Facilities as TRICARE Network Providers

VA and DoD Health Care  
Resource Sharing Program



## VA Facilities —TRICARE Network Providers

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- Sign agreements with regional contractors to become TRICARE network providers
  - Accept negotiated rate
  - File claims
- Provide health care to any TRICARE-eligible beneficiary—not just those with a service-connected condition
  - TRICARE Prime
  - TRICARE Extra



## Accessing Health Care

- TRICARE beneficiary points-of-contact and established check-in processes
- Indicate that you are using TRICARE benefits
  - Failure to do this could result in a higher out-of-pocket expense and/or denial of payment for services rendered
- Some services may not be available, such as obstetrics, pediatrics, or adolescent psychiatry



## Primary Care Services

- Some VA facilities have primary care managers (PCMs) that accept TRICARE beneficiaries
  - Check with your regional contractor to see if you can enroll with a VA TRICARE PCM
  - TRICARE primary care is separate from VA primary care—you can't use both
- Primary care is not normally available to TRICARE beneficiaries not enrolled to a VA TRICARE PCM





## Referrals for Specialty Care

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- TRICARE Prime
  - You must have a referral to be seen in a specialty clinic at a VA facility
- TRICARE Extra
  - No referral needed
  - Contact the TRICARE beneficiary point-of-contact at the VA facility to make an appointment
  - Prior authorization for applicable services still required



## Pharmacy Services

- VA facilities who are TRICARE network providers are NOT necessarily TRICARE network pharmacies
- VA pharmacies will only fill prescriptions written by VA providers
- If you seek primary or specialty care at a VA facility using your TRICARE benefits, fill prescriptions at:
  - VA pharmacy
  - TRICARE Pharmacy Program



## Social Security Numbers

- In an effort to protect the privacy of TRICARE beneficiaries, the Department of Defense (DoD) is removing Social Security numbers (SSNs) from military identification (ID) cards, including the Common Access Card.
- Your new ID card will have one or both of the following:
  - A 10-digit DoD ID Number
  - A DoD Benefits Number (DBN), if you are eligible for DoD benefits
- You will not need a new ID card until your old card expires.
- For more information, visit [www.tricare.mil/ssn](http://www.tricare.mil/ssn)



## For Information and Assistance

### Stateside Regional Contractors TRICARE North Region

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)

### TRICARE South Region

Humana Military Healthcare Services, Inc.  
1-800-444-5445  
[www.humana-military.com](http://www.humana-military.com)

### TRICARE West Region

TriWest Healthcare Alliance  
1-888-TRIWEST (1-888-874-9378)  
[www.triwest.com](http://www.triwest.com)

### General Contact Information

TRICARE Web site: [www.tricare.mil](http://www.tricare.mil)  
Contacts: [www.tricare.mil/contacts](http://www.tricare.mil/contacts)  
Military Medical Support Office:  
[www.tricare.mil/tma/mmso](http://www.tricare.mil/tma/mmso)

### Overseas Regional Contractor International SOS Assistance, Inc.

#### Eurasia-Africa:

+44-20-8762-8384 (*overseas*)  
1-877-678-1207 (*stateside*)

#### Latin America and Canada:

+1-215-942-8393 (*overseas*)  
1-877-451-8659 (*stateside*)

#### Pacific:

Singapore: +65-6339-2676 (*overseas*)  
1-877-678-1208 (*stateside*)  
Sydney: +61-2-9273-2710 (*overseas*)  
1-877-678-1209 (*stateside*)  
[www.tricare-overseas.com](http://www.tricare-overseas.com)

### Connect with TRICARE Online!



[www.tricare.mil/mediacenter](http://www.tricare.mil/mediacenter)





## Thank You!

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- TRICARE offers a comprehensive health benefit for our beneficiaries
- Partnering with the VA allows for continuity of care for TRICARE beneficiaries with service-connected conditions
- VA facilities who become TRICARE network providers give another option to all TRICARE beneficiaries for accessing quality health care
- Wherever we maintain medical capability and capacity, whether through military, civilian, or VA services, our goal is a world-class health benefit that serves the needs of our members





## TRICARE Product Feedback

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Please provide feedback on this presentation at:  
<http://www.tricare.osd.mil/evaluations/presentations>





# TRICARE and Veterans Affairs

Back Up Slides





# TRICARE Pharmacy Program

*MTF Pharmacy*

*TRICARE Pharmacy Home Delivery*

*TRICARE Retail Network Pharmacy*

*Non-Network Pharmacy*



## **Generic Drug Use Policy**

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- Generic drugs will be substituted for brand name when available
- Must justify medical necessity for brand name to be dispensed
- If generic equivalent drug does not exist the brand name drug will be dispensed



## Drugs Requiring Prior Authorization

- Certain medications require prior authorization
- Per DoD contracts, some drugs must be dispensed from MTF or mail order pharmacy
- TRICARE covers all FDA approved prescription drugs approved for outpatient use with some exclusions established by law
- 1-877-363-1303
- [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy)





## TRICARE Pharmacy Program

Pharmacy Option	Formulary Drugs		Non-Formulary Drugs
	Generic	Brand Name	
MTF Pharmacy (up to a <b>90</b> -day supply)	\$0	\$0	Not Applicable
TRICARE Pharmacy Home Delivery (up to a <b>90</b> -day supply)	\$0	\$9	\$25
Retail Network Pharmacy (up to a <b>30</b> -day supply)	\$5	\$12	\$25
Non-Network Retail Pharmacy (up to a <b>30</b> -day supply)	<b>TRICARE Prime options:</b> 50% copayment applies after point-of-service (POS) deductible is met  <b>All other beneficiaries:</b> \$12 or 20% of the total cost, whichever is greater, after the annual deductible is met		<b>TRICARE Prime options:</b> 50% copayment applies after POS deductible is met  <b>All other beneficiaries:</b> \$25 or 20% of the total cost, whichever is greater, after the annual deductible is met

Express Scripts, Inc. Web site: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)  
 Phone number: 1-877-363-1303



## **Pharmacy Data Transaction Service (PDTS)**

- Creates a global centralized data repository
- Reduces the likelihood of adverse drug-to-drug interactions, therapeutic overlaps, and duplicate treatments
- Conducts an online proactive clinical screening (drug interaction check)
- This is done before it is dispensed to the patient, unless it is obtained from a non-network pharmacy

